



## Mail Order Prescriptions: What You Need To Do

Effective July 1, 2006, your new mail service provider will be Walgreens Mail Service. Caremark's mail order facility, AdvanceRX.com will remain your provider through June 30, 2006. If you have an existing prescription with refills available after July 1, 2006, the prescription will automatically be transferred to Walgreens Mail Service. Please note, compound prescriptions and controlled substances will not be transferred. You will need a new prescription for these drugs.

**IMPORTANT: You must register with Walgreens Mail Service before they can process your refill(s) or any new prescriptions.**

When you place your first order with Walgreens Mail Service, be sure to:

1. Register with Walgreens Mail Service. You can register on-line at [www.walgreensmail.com](http://www.walgreensmail.com), call Walgreen's customer service at 1-800-345-1985, or use the mail registration form included in your Welcome Kit that you will receive in June. Include a new written prescription(s) from your doctor.
2. If you do not have a new written prescription but have refills left from Caremark's Mail Service, you can either mail your refill slips to Walgreens Mail Service (be sure to include the completed *Registration & Prescription Order Form*) or you can call Walgreen's Mail Service at 1-800-345-1985 and a customer care representative will assist you. If you are mailing your refill request and do not have a refill slip from your previous mail service but you have refills remaining, write the name of the drug and your prescription number on the completed *Registration & Prescription Order Form* (or attach a separate piece of paper).
3. Walgreens Mail Service will not be able to refill your transferred Caremark prescriptions via Touch-Tone phone or the Walgreens Mail Service website until you have activated your prescription in writing or over the phone as stated above.
4. Throw away any order forms or envelopes from your previous mail order vendor.
5. **Mail all prescriptions to Walgreens Mail Service beginning July 1, 2006. Mail your co-pay(s) and completed *Registration & Prescription Order Form* to:**

**WALGREENS MAIL SERVICEPO  
BOX 29061  
Phoenix, AZ 85038-9061**

To check the status of your mail service prescription drug order at Walgreens Mail Service, simply call 800-345-1985. Please allow up to 14 days for delivery from the time you mail the order.

Please direct questions on eligibility, pharmacy benefits, co-pays, covered and non-covered drugs to Prescription Advantage customer service at 1-800-AGE-INFO (1-800-243-4636) or TTY (toll free) for the deaf and hard of hearing at 1-877-610-0241.